

**EFFECTIVE**

October 1, 2023.

**Subject(s)**

1. ERM 301, Energy Services
2. ERM 401, Payments

**1) ENERGY  
SERVICES**

**Added the following examples to clarify when the service balance can be used for natural gas and electricity services:**

**Example:** Client applies for natural gas heat 10/1/2023, shut off \$145.00, past due \$215.00, total service balance \$355.00. Specialist would process using the total service balance of \$355.00. Client now has \$495.00 remaining in their cap. Two months later, client applies for heat, shut off is now \$305.00, past due \$450.00, total service balance \$585.00. Since client only has \$495.00 remaining in their cap, specialist would process using the past due balance of \$450.00 and document.

**Example:** Same scenario above, however two months later, client applies for natural gas heat, shut off is now \$150.00, past due \$285.00, total service balance \$395.00. Since client has \$495.00 remaining in their cap, specialist would use the total service balance \$395.00. Specialist would continue to use the total service balance as long as there are funds available in their cap.

**Example:** Client applies for non-heat electricity 10/1/2023, shut off \$525.00, past due \$685.00, total service balance \$885.00. Since the total service balance is more than the cap of \$850.00, specialist would use the past due amount to assist client to resolve the emergency for 30 days and document. Even though this is the initial SER, the total service balance is over the cap, therefore using the past due balance or shut off amount would resolve the emergency.

**Payments to deliverable fuels are subject to sales tax unless ordered by, billed to, and paid by DHHS.**

**Example:** Client completes application requesting assistance with their fuel oil/propane. Specialist sends email to provider requesting estimate/invoice for propane fill for their client. (Invoice should be made to DHHS, with client's address for delivery). Propane company emails DHHS specialist the estimate/invoice. Since

DHHS ordered the propane and received the estimate/invoice and DHHS will make payment, the invoice is tax exempt. (DHHS is the purchaser of the service, therefore exempt from sales tax)

**Example:** Client completes application requesting assistance with fuel oil/propane and provides an estimate/invoice. Specialist processes request and approves. Since the estimate/invoice is between the provider and the client, the invoice is subject to sales tax. (The invoice is between the client and the provider, therefore, since the client is the responsible party, it is subject to sales tax)

#### Online Account Access:

MDHHS staff **MUST** submit a payment confirmation via the website. The commitment requires the approved DHS-849 invoice number and amount. If the commitment is not entered for DTE, the 30-day eligibility hold placed will remain in lieu of an additional 30 days from the payment date.

**Example:** Client applies on 9/7/2023, 30-day hold is placed through 10/6/2023. Worker processes SER on 9/8/2023 which results in a copay. Client makes copay on 9/12/2023 and provides verification. Worker processes copay on 9/13/2023, releases DHHS payment and adds commitment to DTE online portal. A new 30-day hold is placed through 10/12/2023. Client cannot be put into shut off before 10/12/2023.

*Reason:* Policy update

## 2) PAYMENTS

#### Updated sales tax policy for deliverable fuels

Payments to deliverable fuels are subject to sales tax unless ordered by, billed to, and paid by DHHS.

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*Reason:* Policy update.

**MANUAL  
MAINTENANCE  
INSTRUCTIONS**

**Changed Items ...**

[ERM 301](#)

[ERM 401](#)